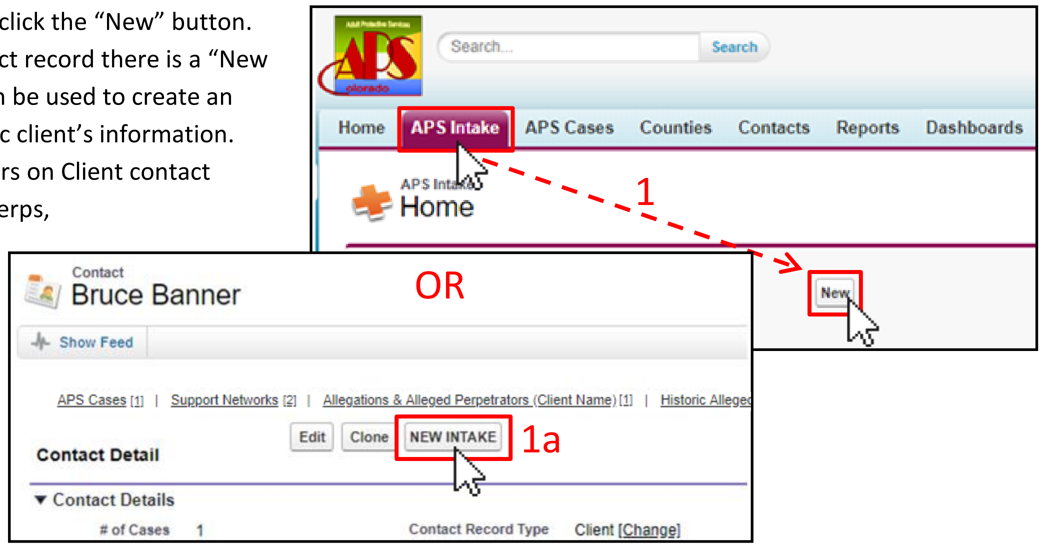
Tip Sheet: Intake Entering a New Intake

The intake can only be saved once all the required fields are filled out. You will be able to move between the tabs within the intake, but do not leave the intake for any reason. Also, the system will timeout after 15 minuets of inactivity. When you return, the intake may appear to still be active, but upon attempting to save, you will get an error message and the intake will be lost. Prior to being logged out, a pop-up window will appear, which you can click "Continue Working" to keep the session active. For an example of a quality intake with the narrative fields filled out, refrence the [Quality Intake Example tip sheet.]

Creating an Intake

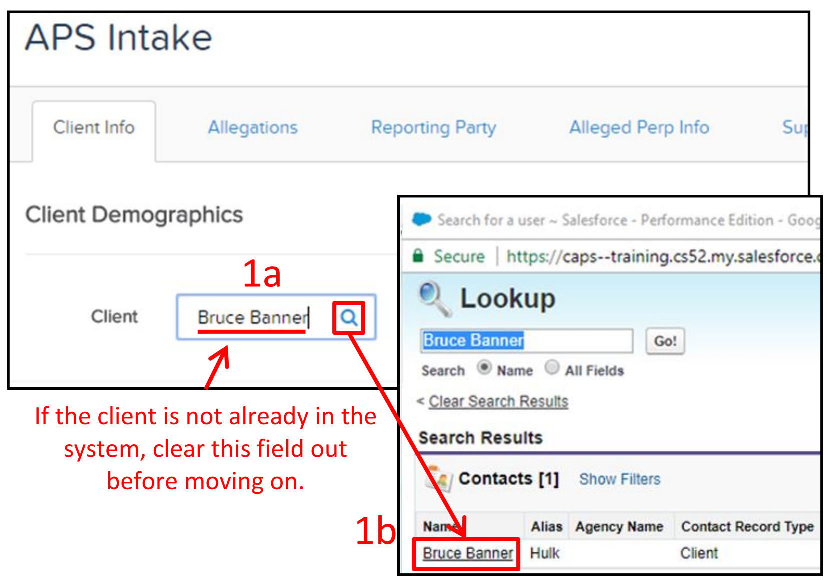
1. Click on the APS Intake tab and click the "New" button.
    a. Note, on a client contact record there is a "New Intake" button that can be used to create an intake with that specific client's information.
        - This button only appears on Client contact records , not Alleged Perps, Support Netowrks, or Reporting Parties.

- Note: all intake tabs are located at both the top and bottom of the intake.



Client Info

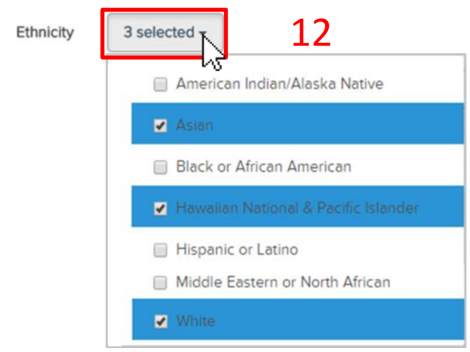
1. Always check if there is an existing contact by using the lookup field.
    a. Enter the name and then click the magnifying glass; this will open a pop-up search window.
    b. If the contact already exists in CAPS, the name will show in the results and to link to that contact, just click on the name (all the information that has been previously filled out will auto-fill on the tab and can be updated as appropriate).
    c. If the contact is not already in the system, close the pop-up search window, and clear out the name from the lookup box.



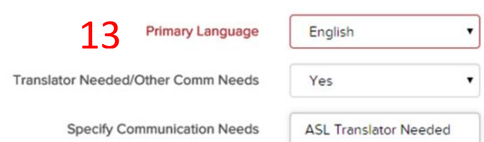
2. Ensure that all the existing client data is accurate, and enter/update as necessary.
3. The last name is required, but "Unknown" can be used if this information is not available at the time of intake (can and should be updated later if the information becomes available).
4. The "Alias" field can be utilized to document nicknames, titles, or other information about the client's name.
5. Enter the Birthdate, or if that information is not available, enter the Approximate Age.
    - Note that an error will appear when trying to save the record if the client is under the age of 18.

6. Gender is a required field.
7. Enter the county and use the lookup field to ensure that this client is associated with the correct county.
8. Fill out as much address information as possible, including any previous home address data.
    a. Only enter the actual street address in the Mailing Street field –other relevant data can be included in the Notes About Address field (i.e. “unknown”, “homeless/living in car”, “hangs out on 1st & Main”, etc.).

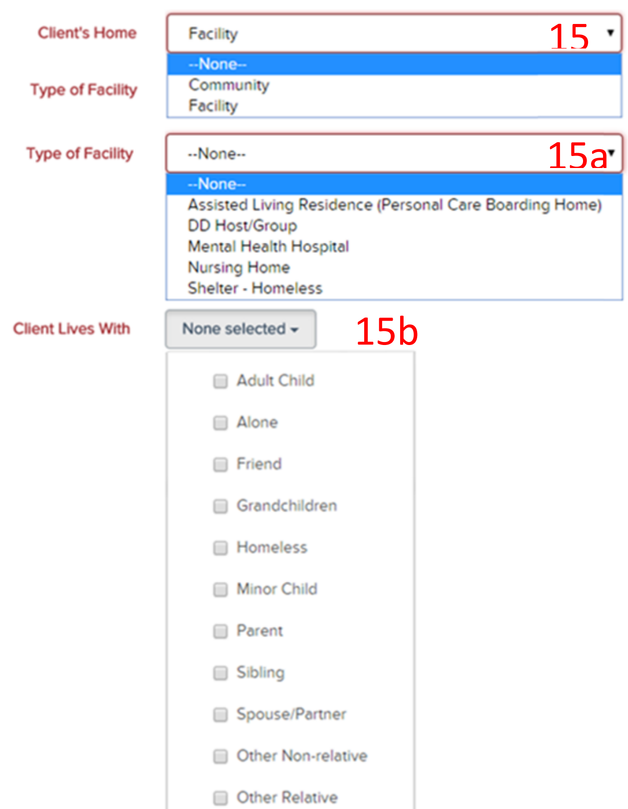
9. Phone and social security numbers will auto-format once the intake is saved, so there is no need to enter dashes.
    - The SSN field will accept 4 digits, so if the reporting party only has the last four of the social, then enter that.
10. The email address must be in a valid format (i.e., example@gmail.com) or you will get an error message.
11. The “Best Time to Reach” should define when the client is available, not likely to be around the alleged perpetrator, etc.
12. Specify the client’s ethnicity in the multi-select drop-down menu.
    - If more than one option is selected, only the number selected will show, however all selections will be listed out upon saving the record.



13. “Primary Language” is a required field, and you should always fill out the “Translator Needed/Other Communication Needs” field as well.
    - For instance, the client’s primary language might be English, but the client may still need a translator (e.g., ASL).

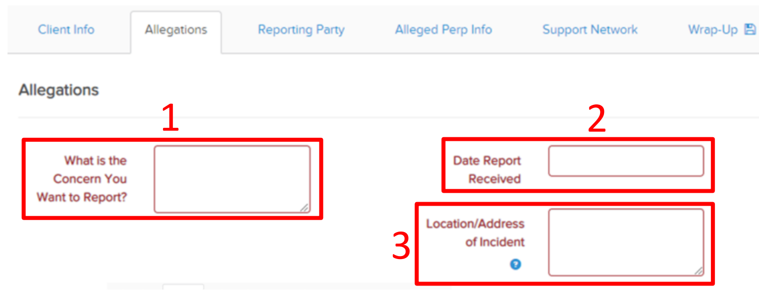


14. Fill out the “Marital Status”, “Income Source”, and “Health Insurance” fields if possible.
15. “Client’s Home” is required and you must specify if the client lives in the community or a facility.
    a. If “Facility” is selected, then the “Type of Facility” must be filled out.
    b. If “Community” is selected, then the “Client Lives With” field must be filled out.



Allegations

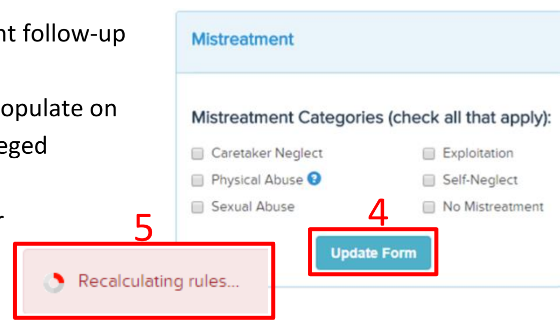
1. In the “What is the Concern You Want to Report?” ensure that you accurately capture the narrative that the reporting party is giving to you.
2. The “Date Report Received” is a required field that will not allow a future date.
3. “Location/Address of Incident” is used for the address or, at minimum, cross streets of where the mistreatment/incident took place.



   a. It is ***not*** acceptable to enter “home” or “day program” as this gives no actual location data for Law Enforcement.

<u>Mistreatment</u>

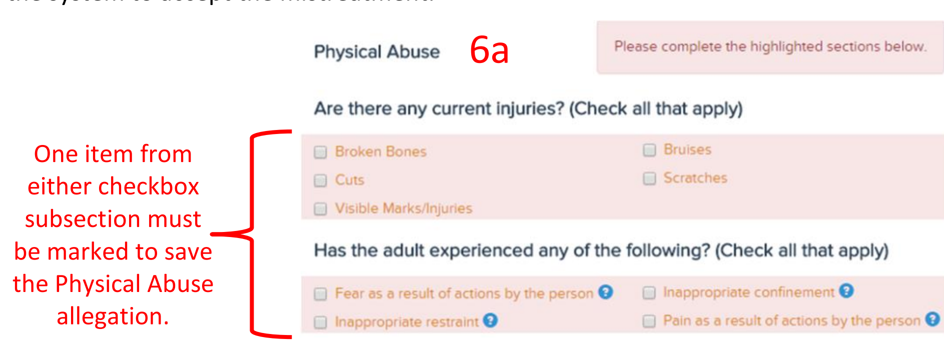
4. In the “Mistreatment” section, choose all the allegations that the reporting party reports and click the “Update Form” button.
   - This will allow the page to recalculate and display the relevant follow-up questions.
   - Note, only the allegations/mistreatments selected here will populate on the “Alleged Perp Info” tab for association to the relevant Alleged Perpetrator record(s).
   - If “No Mistreatment” is selected, then no Alleged Perpetrator record can be added to the intake.



5. Wait for the “Recalculating rules…” message to go away to allow the page time to refresh based upon the input data.

- In the following sections of the Allegations tab, all required questions are highlighted in light red (see screenshot 5a below), which will disappear after information has been entered or a selection has been made.
  - Ensure that the reporting party is asked about each item on the intake.
  - While speaking with the reporting party, if the wrong type of mistreatment was selected, uncheck the old category, select the new one, and click the “Update Form” button.
- It is vital that as much information as possible is captured and that the information is accurate.
  - This is the only information that the county has to make the screening decision, and if the intake should be screened in and worked as a case, it is the only information the case worker has to start the investigation.

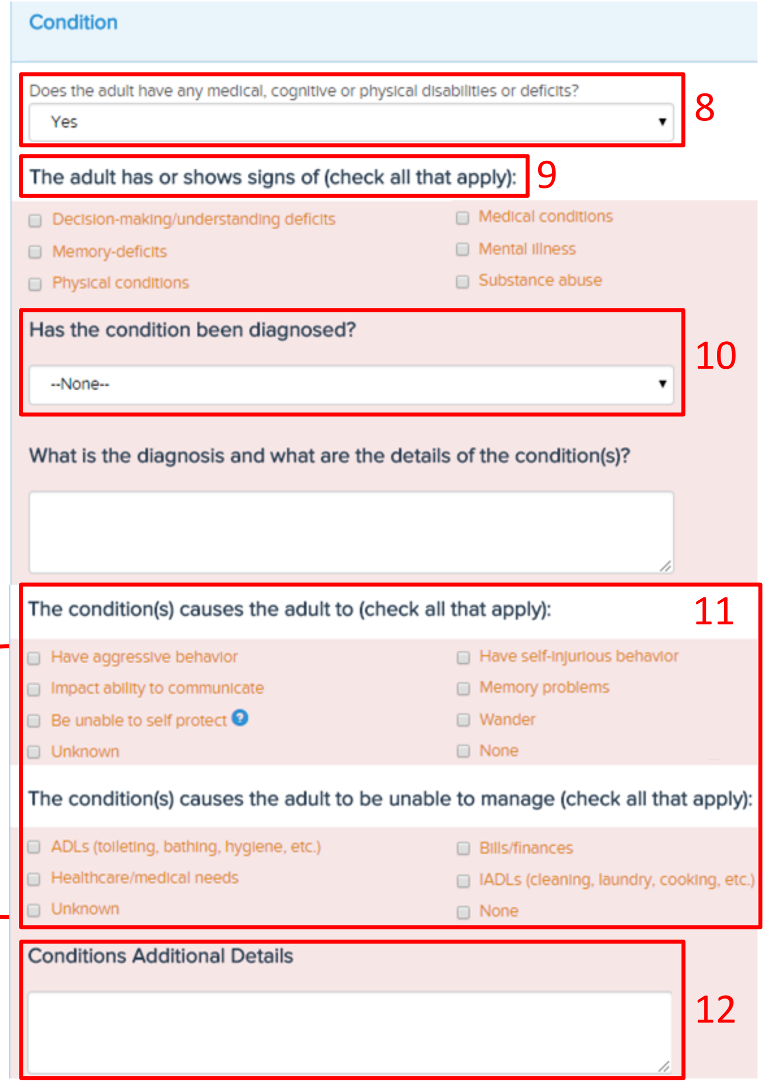
6. All of the specific mistreatment follow-up sections have two subsections of checkboxes, and at least one checkbox from either section has to be selected for the system to accept the mistreatment.
   a. For instance, physical abuse requires that one item from either the “Are there any current injuries?” or the “Has the adult experienced any of the following?” subsections to be selected.



      - All the checkboxes that apply should be selected, but at least one has to be for the system to save that mistreatment.
   - There will also be an “Additional Details” textbox for each mistreatment selected.
   - Utilize this field to provide details and examples to support the selections – the text should supply specific information as to why a mistreatment was selected, how it impacts the client, etc.

7. If "No Mistreatment" is selected, another mistreatment category cannot also be selected, and no follow-up questions will appear.

<u>Condition</u>

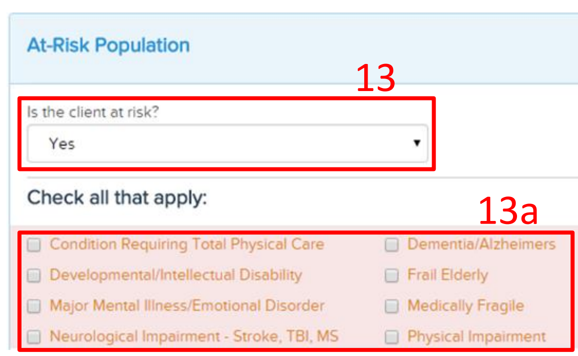


8. The question "Does the adult have any medical, cognitive, or physical disabilities or deficits?" is set to "Yes" by default because the reporting party might give more information if asked about these items specifically.
    a. After being asked about the items in this section, if the reporting party states that none of the items apply to the client or that the reporting party does not have that information, the response on "Does the adult have any medical, cognitive, or physical disabilities or deficits?" can be changed to "No" or "Unknown" and the "Condition" section will collapse (i.e., not require that the fields be filled out).
9. At least one checkbox in the "The adult has or shows signs" subsection must be marked.
10. "Has the condition been diagnosed" is required.
    a. If the client has more than one condition, please answer "Yes" if *any* have been diagnosed.
    b. Complete the "What is the diagnosis and what are the details of the condition?

One item from either checkbox subsection must be marked.

11. At least one checkbox from "The condition(s) causes the adult to" or "The condition(s) causes the adult to be unable to manage" subsections must be marked.
    a. If "None" or "Unknown" is selected, no additional items must be chosen.
12. Fill out the "Conditions Additional Details" section.

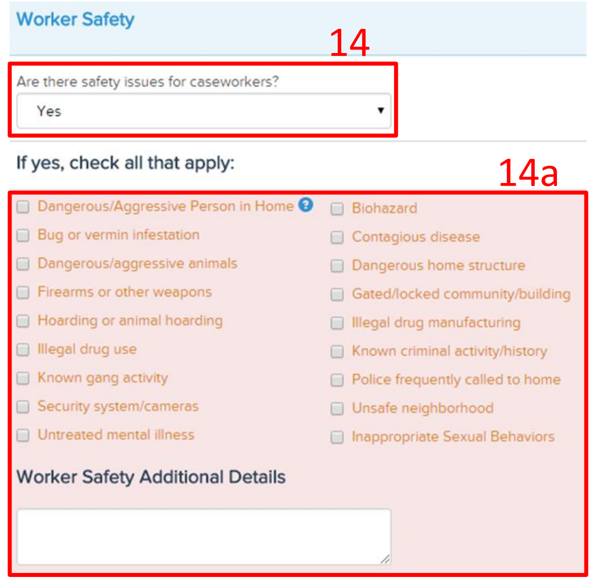
<u>At-Risk Population</u>



13. "Is the client at risk is set to "Yes" by default.
    a. Check all conditions that apply to this client, according to the reporting party.
    b. If the reporting party states that none of the items apply to the client or that the reporting party does not have that information after being asked about the items in this section, the response can be changed to "No" or "Unknown" and the section will collapse (i.e., not require that the fields be filled out).

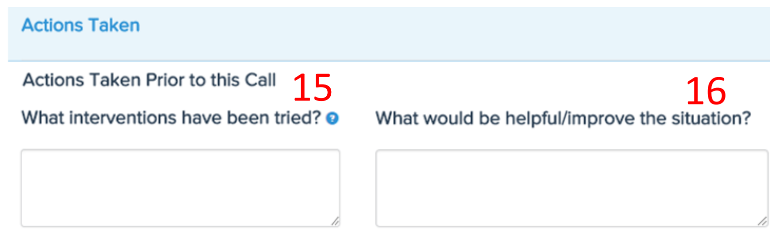
Worker Safety

14. "Are there safety issues for caseworkers?
    a. Check all concerns that apply to the client according to the reporting party and complete the "Worker Safety Additional Details" textbox.
    b. If the reporting party states that none of the items apply to the client or that the reporting party does not have that information after being asked about the items in this section, the response can be changed to "No" or "Unknown" and the section will collapse (i.e., not require that the fields be filled out).



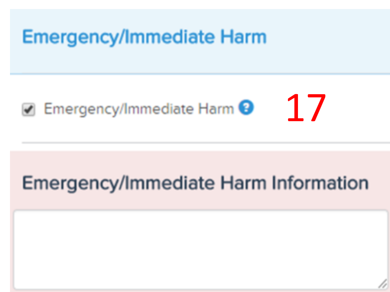
Actions Taken

15. Document interventions with the client that the reporting party has tried or knows have been tried by other individuals.
16. Ask the reporting party "What would be helpful/improve the situation" and fill out the field.



Emergency/Immediate Harm

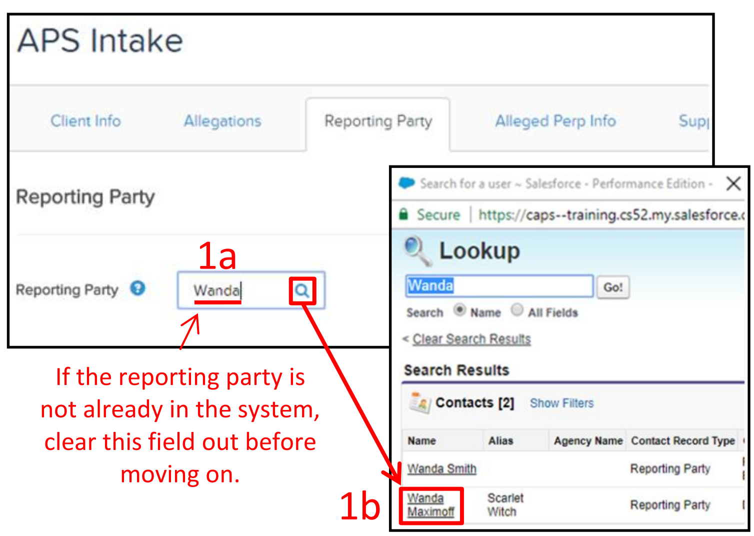
17. If selected, then the "Emergency/Immediate Harm Information" textbox needs to be filled out.
    - This will also change the Initial Response Due Date from 3 business days to 24 hours, if the report is screened in.
    - Supervisors should check for this on intakes and can "un-check" or "check" this box if appropriate.



Reporting Party

1. Always check if there is an existing contact by using the lookup field.

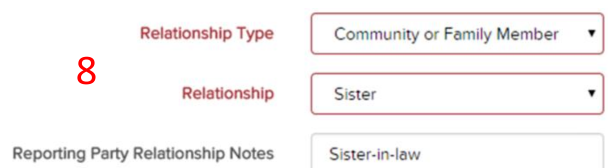
    a. Enter the name and then click the magnifying glass; this will open a pop-up search window.
    b. If the contact already exists in CAPS, the name will show in the results and to link to that contact, just click on the name (all the information that has been previously filled out will auto-fill on the tab and can be updated as appropriate).
    c. If the contact is not already in the system, close the pop-up search window, and clear out the name from the lookup box.



2. The last name is required, but if the reporting party does not wish to share that information, enter "Anonymous".

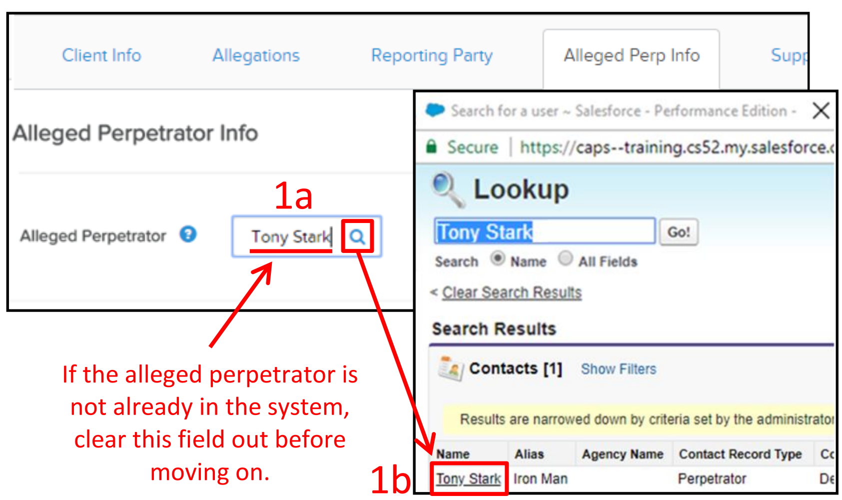
- However, if this report came from law enforcement and the reporting party's last name was not provided, enter "Unknown" as the last name (this can and should be updated later if the information becomes available).
- Entering "Anonymous" versus "Unknown" helps distinguish between individuals who want to stay anonymous and those whose information could not be collected.
- Note that the agency name, relationship, job title, etc. should never be entered in either the first or last name fields (i.e., Dave <u>AAA</u>, Angela <u>Sister</u>, <u>Officer</u> Smith etc.).

3. If the reporting party is a professional from an agency, specify the organization in the "Agency Name" field.
4. Fill out as much address information as possible, including any previous home address data.
    - Only enter the actual street address in the Mailing/Physical Street fields –other relevant data can be included in the Notes About Address field (i.e. "unknown", "homeless/living in car", "hangs out on 1st & Main", etc.).
5. The "Report Came from Law Enforcement" field is required.
    - Note that just because a report was sent from law enforcement, does not mean that the officer sending the report is the reporting party.
    - The reporting party is always the initial source of this report (i.e., if someone reported to law enforcement and law enforcement then passed the report on to APS, the reporting party is the individual who first informed law enforcement about the situation).
6. "Primary Language" is required and set to "English" by default, but should be changed if that is not the case.
7. If the client is self-reporting, then ensure that the client's information is entered on the reporting party tab as well.
8. "Relationship Type" and "Relationship" are required.
    - Always enter the base relationship in the "Relationship" drop-down.
    - For example, if the reporting party is the client's sister-in-law, select "Sister" then you can specify further in the "Relationship Notes" field (same for relationships like great grandmother, step-father, half-brother, etc.).



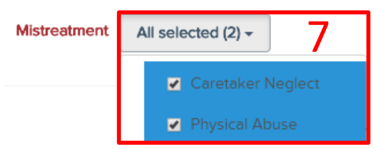
Alleged Perpetrator

1. Always check if there is an existing contact by using the lookup field.
    a) Enter the name and then click the magnifying glass; this will open a pop-up search window.
    b) If the contact already exists in CAPS, the name will show in the results and to link to that contact, just click on the name (all the information that has been previously filled out will auto-fill on the tab and can be updated as appropriate).
    c) If the contact is not already in the system, close the pop-up search window, and clear out the name from the lookup box.

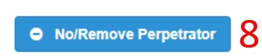


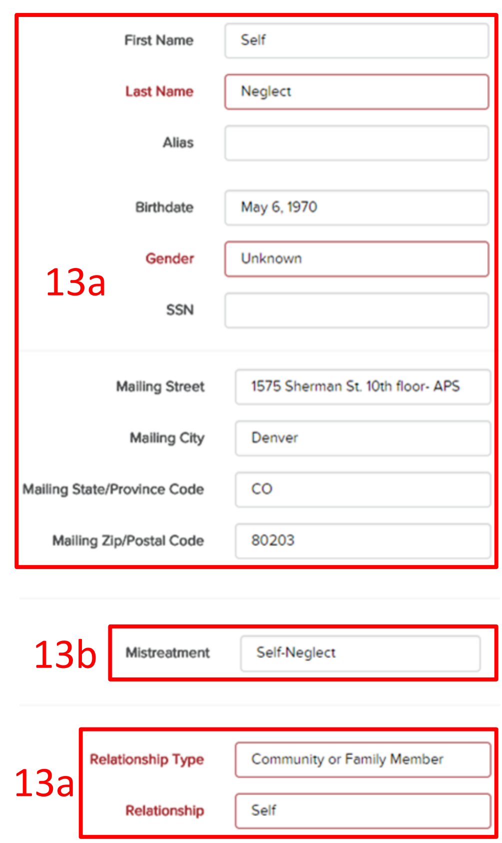
- The data gathered on this page is vital to the success of the CAPS Check Unit's requested background checks, and every data point should be requested in an attempt to ensure that the most current information for the alleged perpetrator(s) is attained.
    - This data is often the only information available for verification that the correct individuals are contacted for due process regarding their right to appeal, should they be substantiated for mistreatment.
    - The alleged perpetrator's information can, and should, be updated throughout the life of the case.

2. The last name is required, but if that is unknown at the time of intake, enter "Unknown".
    a) Note that the agency name, relationship, job title, etc. should never be entered in either the first or last name fields (i.e., Dave <u>AAA</u>, Angela <u>Sister</u>, <u>Officer</u> Smith etc.).
    b) Gender is required and has an "Unknown" option for when the alleged perpetrator is unknown to the reporting party (i.e., internet scam).
3. If the alleged perpetrator is a professional from an agency, specify the organization in the "Agency Name" field.
4. Fill out as much of the demographic and contact information as possible.
    a) It is critical that all phone numbers and the email address are all requested; this data can be vital when determining if the accurate individual is notified in the instance of substantiation.
    b) Fill out as much address information as possible, including any previous home address data.
        - Only enter the actual street address in the Mailing/Physical Street fields –other relevant data can be included in the Notes About Address field (i.e. "unknown", "homeless/living in car", "hangs out on 1st & Main", etc.).
5. The "Known Illegal Activity?" field is required, and if the reporting party states that the alleged perpetrator does have a history of illegal activity, it should be stated in the "Specify Illegal Activity" field.
6. It is important to ask for both the Mailing and Physical Address, in case they differ.
    a) An agency address should never be entered here, as these are used to send the highly confidential and sensitive Perp. Notification letter for due process.
7. Select the appropriate mistreatment type.
    a) If the Mistreatment is not listed, you will need to go back to the Allegations tab and select the relevant mistreatment.
    b) Note that multiple Alleged Perpetrators can be associated with the same allegation; additionally, one person can associated with multiple allegations.
    c) Each entry will be saved as its own record (i.e. one record for Alleged Perpetrator/Caretaker Neglect and one for Alleged Perpetrator/Physical Abuse).

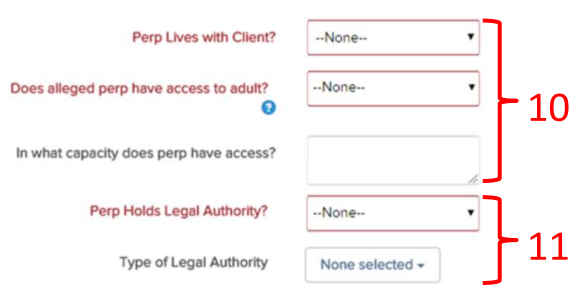


8. If "No Mistreatment" was selected, scroll down, and click the "No/Remove Perpetrator" button.
    a) If the allegation does not meet the APS definition of mistreatment, then that alleged perpetrator's information should be captured in the "What is the Concern You Want to Report" narrative field on the Allegations tab as there cannot be an alleged perpetrator added to an intake without mistreatment.

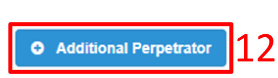




9. "Relationship Type" and "Relationship" are required.
    - Always enter the base relationship in the "Relationship" drop-down.
    - For example, if the alleged perpetrator is the client's sister-in-law, select "Sister" then you can specify further in the "Relationship Notes" field by inputting the specific designation (sister-in-law – same for relationships like great grandmother, step-father, half-brother, etc.).
10. The "Perp Lives with Client?", "Does alleged perp have access to adult?", and "In what capacity does perp have access?" fields should be filled out.
11. The "Perp Holds Legal Authority?" field is required and if "Yes" is selected the "Type of Legal Authority" needs to be filled out.



12. Add additional alleged perpetrators by using the "Additional Perpetrator" button.

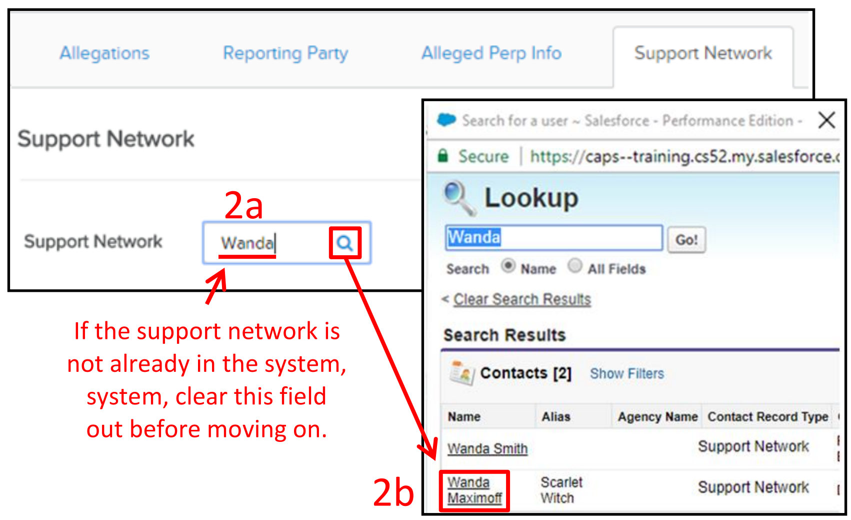


a) Note that the lookup field can also be used to search the system for possible existing contact records on any additional alleged perpetrators.

13. If Self-Neglect was selected, the system will automatically assign that mistreatment to a Self-Neglect Perpetrator record.
    a) This record will always have placeholder data listed; it cannot be edited to reflect a unique contact's information.
    b) No other mistreatment type can be associated with this record and this record cannot be associated with any other type of mistreatment.

Support Network

2. The first item is "Does adult have support/help in place?"
    a. If the answer is "Yes", then select the appropriate checkbox(es) and enter the information in the summary field.
3. Always check if there is an existing contact by using the lookup field.
    a. Enter the name and then click the magnifying glass; this will open a pop-up search window.
    b. If the contact already exists in CAPS, the name will show in the results and to link to that contact, just click on the name (all the information that has been previously filled out will auto-fill on the tab and can be updated as appropriate).
    c. If the contact is not already in the system, close the pop-up search window, and clear out the name from the lookup box.
    - Note that the reporting party can often be considered a Support as well.



4. If the support is a professional from an agency, specify the organization in the "Agency Name" field.
5. Fill out as much address information as possible, including any previous home address data.
    a. Only enter the actual street address in the Mailing Street field –other relevant data can be included in the Notes About Address field (i.e. "unknown", "homeless/living in car", "hangs out on 1st & Main", etc.).
6. "Relationship Type" and "Relationship" are required.
    - Always enter the base relationship in the "Relationship" drop-down.
    - For example, if the support is the client's sister-in-law, select "Sister" then you can specify further in the "Alleged Perp Relationship Notes" field (same for relationships like great grandmother, step-father, half-brother, etc.).
7. The "Does support person live with client?" field should be filled out.
8. The "Legal Authority?" field is required and if "Yes" is selected, the "Type of Legal Authority" needs to be filled out.
9. If the client has no support networks, use the "No/Remove Network" button.
10. If the client has numerous support networks, use the "Additional" button at the bottom of the page.
    - Note that the lookup field can also be used to search the system for existing contact records on the additional supports.

Wrap-Up

1. Click the “Save” button
2. Any errors will appear at this point and will stay listed until you have gone back to the tab with the error, resolved the issue, gone back to the Wrap-Up tab, and click “Save” again.
3. Once you have successfully saved your intake, you will be directed to the Case Detail page and the case number will be listed at the top.
    - This is the ONLY way to confirm that the Intake has been saved in CAPS.
4. To edit an intake, click the “Edit Intake” button.
    - This button is available while the intake is in “New” status (i.e., has not been screened in or out yet) .